

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Launch Notification</b> <b>Check Rear Spoiler</b> <b>MY20 247 (GLB-Class)</b>	DATE: October 16, 2020

### **IMPORTANT RECALL CAMPAIGN UPDATE**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			October 16, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Check Rear Spoiler</b>
2020090006	20V480	20P7792002	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to check the rear spoiler on <b>10,644</b> Model Year (“MY”) 2020 GLB-Class (247 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on October 16, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLB-Class vehicles (247 platform), the rear spoiler located above the tailgate might have been manufactured outside specifications. The upper surface of the rear spoiler might not have been welded correctly, or not welded at all to the base part. In the event of missing welds, it is possible that the upper surface might not be sufficiently connected to the base part. Should the rear spoiler be incorrectly welded, parts of the rear spoiler could detach while driving which could increase the risk of a crash for other road users. In the event of insufficient welds on the spoiler, the customer might be made aware of the issue by a noise when opening the tailgate, by scratches in the surface coating of the roof in the area of the tailgate, or by an improperly-fitting rear spoiler.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the rear spoiler on the affected vehicles and replace if necessary.</p>		
Parts	<p><b>The remedy is available and can be performed. Please note that the estimated replacement rate is 2%. Parts should only be ordered in the event a replacement is required.</b></p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLB-Class		
Vehicle Populations			
Total Recall Population	10,644		
Total Vehicles in Dealer Inventory	253		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLB-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo. Once the repair is complete the vehicle may be sold or leased.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20 GLB-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on October 23, 2020.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>			





Mercedes-Benz

Campaign No. 2020090006, October 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class vehicles (247 platform)**  
**Model Year 2020**  
**Check Rear Spoiler**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLB-Class vehicles (247 platform), the rear spoiler located above the tailgate might have been manufactured outside specifications. The upper surface of the rear spoiler might not have been welded correctly, or not welded at all to the base part. In the event of missing welds, it is possible that the upper surface might not be sufficiently connected to the base part. Should the rear spoiler be incorrectly welded, parts of the rear spoiler could detach while driving which could increase the risk of a crash for other road users. In the event of insufficient welds on the spoiler, the customer might be made aware of the issue by a noise when opening the tailgate, by scratches in the surface coating of the roof in the area of the tailgate, or by an improperly-fitting rear spoiler. An authorized Mercedes-Benz dealer will check the rear spoiler on the affected vehicles and replace if necessary.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 10,644 vehicles are involved.

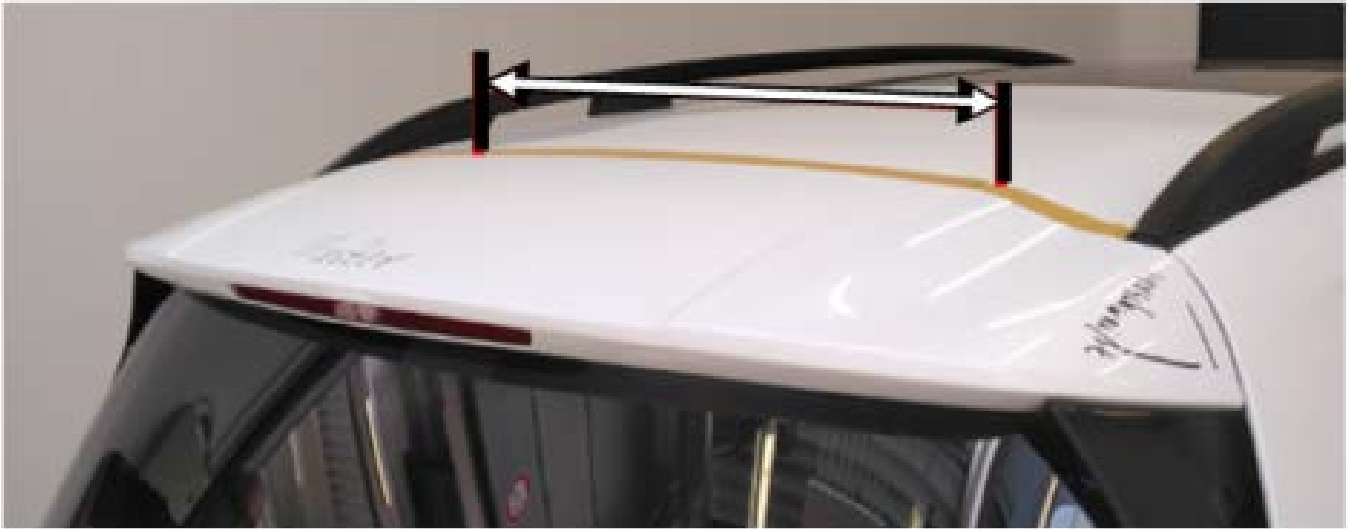
Order No. P-RC-2020090006

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

### Check/test procedure

1. Open tailgate and apply masking tape to roof edge between left and right roof railings. **(Figure 1)**

**i** The masking tape is applied to protect the paintwork.



**Figure 1**

2. Lay out gauge with **0.5 mm**.

**i** E.g. feeler gauge **(Figure 2)**



**Figure 2**

3. Carefully attempt to slide the gauge between the outer shell and the spoiler lip.

**i** It **must not be possible** to slide the gauge between the spoiler lip and the outer shell of the center rear spoiler. (Figure 5, not OK)

**i** The test must be performed along the length shown (A, Figure 4), starting from the roof center and extending approx. 100 mm to the left and right roof railings.



Figure 3 (OK)

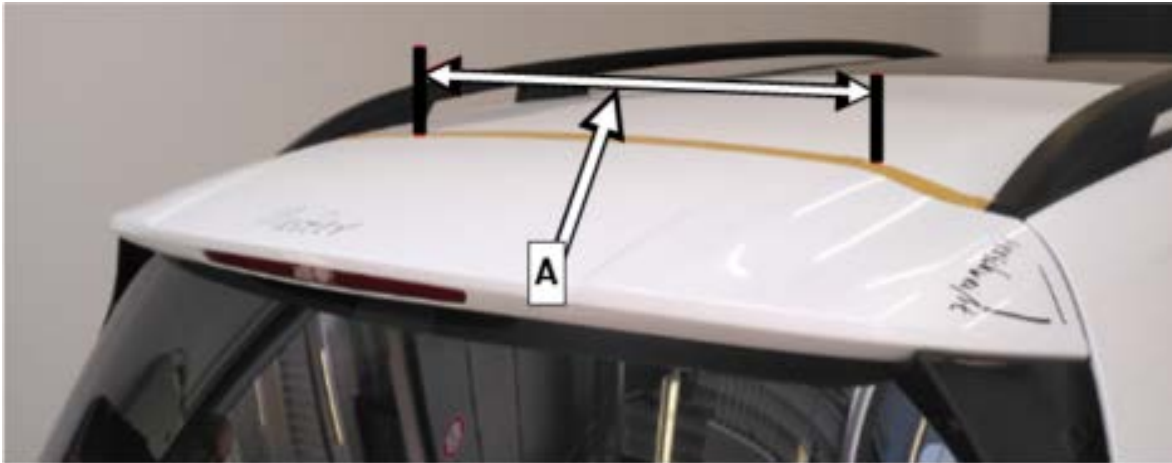


Figure 4



Figure 5 (not OK)

4. Open tailgate and carefully check at a distance of **30 mm** to the left and right of the edge in the test area **(B, Figure 6)** whether the gauge can be slid between the outer skin and the spoiler lip.

**i** It **must not be possible** to slide the gauge between the spoiler lip and the outer shell of the center rear spoiler.

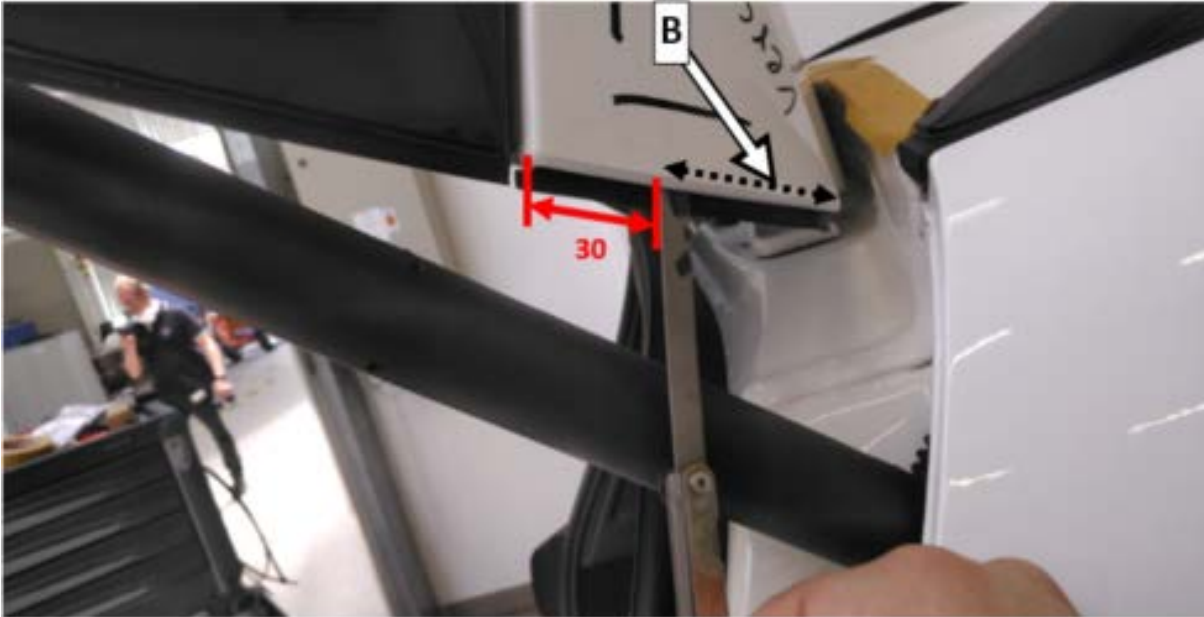


Figure 6

5. Carefully pull on the spoiler lip in the area of the hinges on the left and right of the tailgate.

**i** The spoiler lip **must not** detach from the outer shell of the center rear spoiler.



Figure 7

6. Open and close tailgate and check whether the spoiler lip brushes against the seam seal in the area of the roof edge (C, Figure 8).

**i** Minimal brushing without the spoiler lip snapping is acceptable.

**i** The test must be performed along the entire length of the seam seal.

**i** Should the spoiler lip have been damaged by the collision the complete center rear spoiler must be replaced.



Figure 8

7. Check whether the retaining clip in the center of the center rear spoiler is engaged.

**i** To do so, fully open the tailgate and then lower it by **approx. 25 cm**. The test is meaningful only in this position.

**i** While the tailgate is open, press against the center rear spoiler from the inside with your thumbs (force applied: approx. 10 lbs.).

**i** If the center rear spoiler can easily be pressed against the roof edge the center retaining clip is not engaged and possibly damaged.

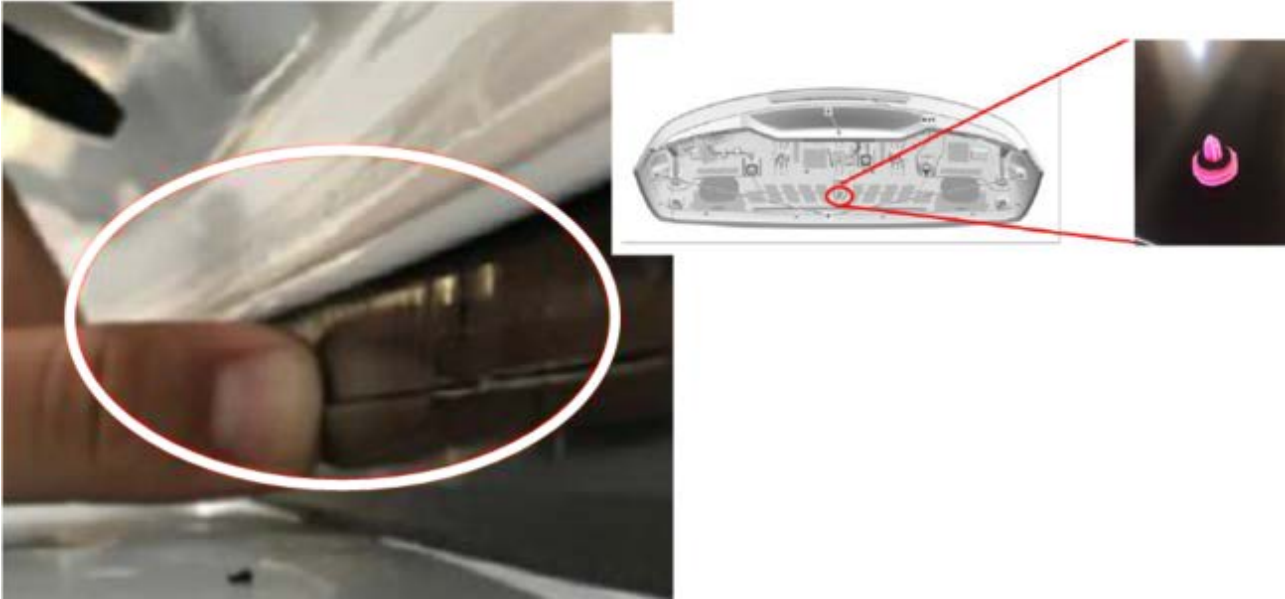


Figure 9

- a. The gauge can be inserted between the spoiler lip and the outer shell or the spoiler lip can be detached from the outer shell or is damaged: Carry out **work procedure A**. (includes work procedure B operation steps)
- b. The spoiler lip brushes heavily against the sealing seam: Carry out **work procedure B**.
- c. The center retaining clip is loose: Carry out **work procedure C**.
- d. No fault on center rear spoiler: **End measure**.

#### Work procedure A



1. Replace center rear spoiler (**AR72.20-P-4000MFD**).

**i** Also replace mounting screws, retaining clips, and adhesive strips.

### Work procedure B

1. Adjust gap dimension between tailgate and roof edge to **7 mm**.

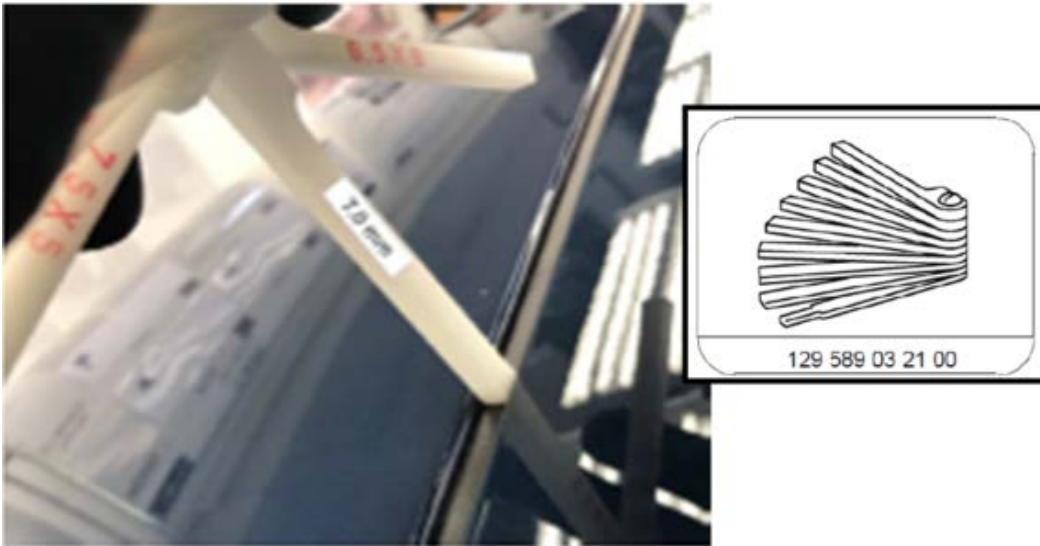


Figure 10

2. Check again whether the spoiler lip brushes against the seam seal in the area of the roof edge (**C, Figure 8**).

**i** Minimal brushing without the spoiler lip snapping is acceptable.

**i** The test must be performed along the entire length of the seam seal.

**i** Should the spoiler lip still brush heavily against the seam seal, the seam seal must be removed or replaced in the collision area. (To do this, the tailgate must be removed)

**i** The paintwork structure must then be applied in accordance with the Mercedes-Benz specifications.

**i** Carry out work procedure D.

### Work procedure C

1. Remove center rear spoiler and replace all retaining clips, screws, and adhesive strips.

**i** For basic data, see **AR72.20-P-4000MFD**.

**i** Check whether the retaining clips of the center rear spoiler are engaged correctly after the repair.

#### Work procedure D

1. Remove tailgate (**AR72.20-P-1020MFX**).
2. Rework or replace seam seal on roof edge.
 

**i** Prior to painting, ensure that there is no longer any contact between the spoiler lip and the seam seal.
3. Apply the paintwork structure in the working area in accordance with the Mercedes-Benz specifications.
4. Install tailgate.

#### Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Center rear spoiler on tailgate	A 247 790 06 88 9999
As required (3)	Clip for rear spoiler	A 000 991 50 00
As required (4)	Screw	A 000 990 50 23
As required (1)	Adhesive strip	A 156 989 00 85

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, sealants, painting material, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting and may be claimed.

#### Warranty Information

**Check**

**Operation:** Check center rear spoiler of tailgate (02-1751)

Damage Code	Operation Number	Labor Time (hrs.)
77 920 02 8	02-1751	0.2

**Work procedure A**

**Operation:** Check center rear spoiler of tailgate (02-1751)  
 Replace center rear spoiler of tailgate (after check)(02-1757)  
**Includes:** work procedure B operation steps  
 Paint center rear spoiler of tailgate (new part primed) (Sublet)

Damage Code	Operation Number	Labor Time (hrs.)
77 920 02 8	02-1751	0.2
	02-1757	0.8
	Submit as SUBLET utilizing sublet code of SUB with required amount	N/A

**Work procedure B**

**Operation:** Adjust gap dimension of tailgate, roof to center rear spoiler (after check) (02-1753)

Damage Code	Operation Number	Labor Time (hrs.)
77 920 02 8	02-1753	0.7

**Work procedure C**

**Operation:** Replace center retaining clip of rear spoiler of tailgate (after check)

Damage Code	Operation Number	Labor Time (hrs.)
77 920 02 8	02-1754*	0.7

\* Must not be claimed in combination with 02-1757

**Work procedure D**

**Operation:** Rework seam seal on roof and apply paintwork structure in working area (after check)  
**Includes:** Remove tailgate

Damage Code	Operation Number	Labor Time (hrs.)
77 920 02 8	Submit as SUBLET utilizing sublet code of SUB with required amount	N/A

**Note**

Operation Number labor times are subject to change.